

CUNY Academic Commons - Bug #6599

Accept Friend button not working

2016-11-04 11:16 AM - Marilyn Weber

Status: Duplicate	Start date: 2016-11-04
Priority name: Urgent	Due date:
Assignee: Raymond Hoh	% Done: 0%
Category name: ZenDesk	Estimated time: 0.00 hour
Target version: 1.10	
Description A Zendesk user reports: I'm trying to accept a friend request on the CUNY Commons site. On the friends/requests/ page on my profile, clicking the Accept button opens up a tab to https://www.zendesk.com/web-widget/?utm_source=webwidget&utm_medium=poweredbyzendesk&utm_campaign=image[zendesk.com] but does not mark the request as accepted. I'm running Firefox on Windows. I paused AdBlock and Ghostery so there is probably no interference from a browser plugin. This seems like a bug -- just giving you a heads up. Robin — Robin Camille Davis Emerging Technologies & Online Learning Librarian I am able to replicate this on Chrome on a PC. Attached screenshots show before and after	
Related issues: Related to CUNY Academic Commons - Bug #6611: Zendesk overlay prevents clicki... Resolved 2016-11-04	

History

#1 - 2016-11-04 11:42 AM - Raymond Hoh

Possibly related to [#6602](#).

I've deployed a fix for [#6602](#). Can you ask Robin to refresh the page and purge their browser cache and try again?

#2 - 2016-11-04 12:17 PM - Marilyn Weber

Success for both of us!

#3 - 2016-11-04 06:35 PM - Raymond Hoh

- Category name set to ZenDesk
- Status changed from New to Duplicate
- Assignee set to Raymond Hoh
- Target version set to 1.10

Cool! Thanks for verifying, Marilyn.

#4 - 2016-11-05 09:29 AM - Boone Gorges

- Related to Bug #6611: Zendesk overlay prevents clicking on elements throughout Commons sites added

Files

AcceptProblemStep2.JPG	91.2 KB	2016-11-04	Marilyn Weber
AcceptProblemStep1.JPG	75.8 KB	2016-11-04	Marilyn Weber